

Privacy Policy / Terms of Service

SUMMARY

Thank you for visiting the iService Auto's website located at www.iserviceauto.com (the "Site"). The Site is an Internet property of iService Auto inc. ("iService," "we," "our" or "us"). The following iService Website Privacy Policy ("Privacy Policy") sets forth our policy with respect to the collection, storage and use of your Personal Data. For purposes of this Privacy Policy, "Personal Data" means any information concerning the personal or material circumstances of an identified or identifiable individual. This includes information such as your name, your address, your phone number and your email address or any other nonpublic data.

SERVICE

The iService platform performs as a communication tool that uses SMS messages for status updates and notifications. The following are samples of message you may receive when you opt in: "Your video inspection is ready", "Your quote is ready to view", "Click the link below to view the value of your vehicle."

You can cancel the SMS service at any time. Just text "STOP" to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

If you are experiencing issues with the iService messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at info@iserviceauto.com.

Carriers are not liable for delayed or undelivered messages.

As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive messages today during your visit and message frequency varies. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

DATA CONTROLLER

Please note, iService Auto inc. is considered the "Data Controller" in connection with the Personal Data collected pursuant to this Privacy Policy for purposes of applicable data protection laws, including the General Data Protection Regulation ("GDPR").

LEGAL BASIS

We collect Personal Data that you or other sources have provide to us, to fulfill the purpose of handling the contractual relationship that you or others have with iService. We also collect

personal information from you passively. We use tracking tools, like browser cookies and web beacons, to provide and support our Site.

We only use and store your Personal Data if we have a legal basis for doing so, including where you have given us your express consent, where we have a legitimate business interest or pursuant to the contractual relationship between our clients and iService.

IF YOU DO NOT AGREE TO TERMS OF THIS PRIVACY POLICY IN THEIR ENTIRETY, YOU MAY NOT ACCESS OR OTHERWISE USE THE SITE OFFERINGS.

USE OF PERSONAL DATA

iService does not share, sell, rent, exchange or barter your Personal Data to or with any third party for financial gain or marketing purposes. By making that Personal Data available to iService, you grant iService the right, subject to applicable law, to use that Personal Data to contact you/customers by text and/or email regarding requests for Contact Services and other use(s) of the Site Offerings. If you wish to stop receiving future communications from us, please follow the instructions at the end of each such e-mail message or see the “Opt-Out/Unsubscribe” section below.

We will also use your Personal Data for customer service, to provide you with information that you may request, to customize your experience with the Site Offerings and/or to contact you when necessary in connection with your use of the Site Offerings. We may also use your Personal Data for internal business purposes, such as analyzing and managing our service offerings including, without limitation, the Site Offerings.

We may also employ other companies and individuals to perform certain functions on our behalf. Examples include the Third-Party Service Providers that operate the Third-Party Portals. The entities performing these limited functions on our behalf shall have access to our Users’ Personal Data solely as needed to perform these functions for us, but we do not permit them to use User Personal Data for other purposes.

At times, we/or dealer may want to contact you via your mobile device regarding your use of the Site Offerings. To enable us to contact your mobile device, you agree that, where you provide your consent as required under the GDPR and where you provide “prior express written consent” or “oral consent” within the meaning of the Telephone Consumer Protection Act (47 USC § 227), and its implementing regulations adopted by the Federal Communications Commission (47 CFR § 64.1200), as amended from time-to-time (“TCPA”), you consent to receive telephone calls, including artificial voice calls, pre-recorded messages and/or calls delivered via automated technology, to the telephone number(s) that you provided. Please note that you are not required to provide this consent in order to obtain access to the Site Offerings, and your consent simply allows iService to contact you via these means.

We reserve the right to release current or past Personal Data: (i) in the event that we believe that the Site Offerings are being or have been used in material violation of the Terms and Conditions or to commit unlawful acts; (ii) if the information is subpoenaed; provided, however, that, where permitted by applicable law, we shall provide you with e-mail notice, and opportunity to

challenge the subpoena, prior to disclosure of any Personal Data pursuant to a subpoena; (iii) to comply with a legal obligation, including sharing your name/e-mail address with third-parties to assist you with your opt out requests in compliance with applicable law, including the GDPR and the CAN-SPAM Act of 2003, as amended from time-to-time; (iv) to protect and defend the rights or property of the iService and/or its other Users; (v) to act in urgent circumstances to protect the personal safety of Users or the public.

NON-PERSONAL DATA COLLECTION AND USE

IP Addresses/Browser Type

We may collect certain non-personally identifiable information about your desktop computer and/or mobile device when you visit many of the pages of the Site. This non-personally identifiable information includes, without limitation, the type of browser that you use (e.g., Safari, Chrome, Internet Explorer), your IP address, the type of operating system that you use (e.g., Windows or iOS) and the domain name of your Internet service provider (e.g., Verizon, AT&T). We use the non-personally identifiable information that we collect to improve the design and content of the Site Offerings and to enable us to personalize your Internet experience. We also may use this information in the aggregate to analyze usage of the Site Offerings.

Most Internet browsers are initially set up to accept Cookies, but you can reset your browser to refuse all Cookies or to indicate when a Cookie is being sent. To disable and reject certain Cookies, follow the instructions associated with your Internet browser. Even in the case where a User rejects a Cookie, he or she may still use the Site Offerings; provided, however, that certain functions of the Site Offerings may be impaired or rendered inoperable if the use of Cookies is disabled.

Behavioral Tracking

Neither iService, nor any third party, uses cookies, pixels or other tracking technology on the Site for purposes of tracking Users' activities after they leave the Site. Nevertheless, most Internet browsers contain a "do-not-track" setting. In general, when a "do-not-track" setting is active, the User's Internet browser notifies other websites that the User does not want his/her Information and online behavior to be tracked and used, for example, for behavioral advertising.

Cross Device Tracking

iService does not track Users' use of the Site Offerings across multiple devices, including personal computers and mobile devices.

Aggregate Data

iService reserves the right to transfer and/or sell aggregate or group data about Users of the Site Offerings for lawful purposes. Aggregate or group data is data that describes the demographics, usage and other characteristics of Site Offerings Users as a group, without disclosing Personal Data, or linking any personally identifiable information.

THIRD-PARTY WEBSITES

This Site may contain links to third-party owned and/or operated websites, web venues and other web-based properties including, without limitation, the Social Media Websites. iService is not responsible for the privacy practices or the content of such websites/web venues. These third-party websites/web venues have separate privacy and data collection practices and iService has no responsibility or liability relating to them.

SECURITY

We endeavor to safeguard and protect our Users' Personal Data. When Users make Personal Data available to us, their Personal Data is protected both online and offline (to the extent that we maintain any Personal Data offline). When we store and transmit Personal Data, that Personal Data is encrypted with advanced TLS (Transport Layer Security).

Access to your Personal Data is strictly limited, and we take reasonable measures to ensure that your Personal Data is not accessible to the public. All of our Users' Personal Data is restricted in our offices, as well as the offices of our third-party service providers. Only employees or third-party agents who need User Personal Data to perform a specific job are granted access to User Personal Data. Our employees are dedicated to ensuring the security and privacy of all User Personal Data. Employees not adhering to our firm policies are subject to disciplinary action. The servers that we store User Personal Data on are kept in a secure physical environment. We also have security measures in place to protect the loss, misuse and alteration of Personal Data under our control.

Please be advised, however, that while we take every reasonable precaution available to protect your data, no storage facility, technology, software, security protocols or data transmission over the Internet or via wireless networks can be guaranteed to be 100% secure. Computer hackers that circumvent our security measures may gain access to certain portions of your Personal Data, and technological bugs, errors and glitches may cause inadvertent disclosures of your Personal Data; provided, however, that any attempt to breach the security of the network, our servers, databases or other hardware or software may constitute a crime punishable by law. For the reasons mentioned above, we cannot warrant that your Personal Data will be absolutely secure. Any transmission of data at or through the Site, other Site Offerings or otherwise via the Internet or wireless networks, is done at your own risk.

In compliance with applicable law, we shall notify you and any applicable regulatory agencies in the event that we learn of an information security breach with respect to your Personal Data. You will be notified via e-mail in the event of such a breach. Please be advised that notice may be delayed in order to address the needs of law enforcement, determine the scope of network damage, and to engage in remedial measures.

MINORS

Visitors under eighteen (18) years of age are not permitted to use and/or submit their Personal Data at the Site. iService does not knowingly solicit or collect information from visitors under eighteen (18) years of age. iService encourages parents and guardians to spend time online with their children and to participate and monitor the interactive activities of their children.

DELETING, MODIFYING AND UPDATING YOUR INFORMATION

We will only maintain your Personal Data for as long as needed for the purpose collected, including providing you with access to the Site Offerings. At your request and approved by the dealer, we will: (a) inform you of what Personal Data we have on file for you; (b) amend the Personal Data that we have on file for you; and/or (c) remove Personal Data that you have provided to us, or that we have collected, from our servers/databases and the servers/databases of any third party that we have provided your Personal Data to. You may do so by e-mailing us at: info@iserviceauto.com. We ask individual Users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and, to the extent permitted by applicable law, we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others or would be extremely impractical (for instance, requests concerning information residing on backup tapes).

Please be advised that deleting your Personal Data may terminate your access to certain of the Site Offerings. If you wish to continue using the full complement of Site Offerings, you may not be able to delete all of the Personal Data that we have on file for you.

Please be further advised that, after you delete your Personal Data, residual copies may take a period of time before they are deleted from our active servers and may remain in our backup systems.

CHANGES TO THIS PRIVACY POLICY

iService reserves the right to change or update this Privacy Policy at any time by posting a notice on the Site that we are changing our Privacy Policy. If the manner in which we use Personal Data changes, iService will notify Users by: (a) sending the modified policy to our Users via email; and/or (b) by any other reasonable means acceptable under applicable state and federal law.

CONTACT US

If you have any questions about this Privacy Policy or our privacy practices in general, you may email us as at: info@iserviceauto.com.